



# CITY OF HOUSTON

## Job Posting

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*Applications accepted from:*

*Job Classification*

*Posting Number*

*Department*

*Division*

*Section*

*Reporting Location*

*Workdays & Hours*

ALL PERSONS INTERESTED

MICROCOMPUTER ANALYST

PN #109610

HOUSTON POLICE

TECHNOLOGY SERVICES

N/A

33 ARTESIAN \*

MONDAY – FRIDAY, 8:00 A.M. – 5:00 P.M.\*

\*Subject to change

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DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

Provide technical support for HPD Division level personnel. Provide telephone, e-mail, service request and walk-in support, to staff. Document client requests and problem resolutions in the help desk database. Effectively communicates in writing, verbally, non-verbally and interpersonally. Define, resolve, and document in detail outstanding problems with hardware and software used by staff. Duties will require the ability to evaluate, install, configure, troubleshoot, repair, and test all aspects of the Department’s computer equipment as required. This includes printers, scanners, software and other equipment used and supported by Technology Services. Coordinate with the Help Desk. Provide information and technical support to remote, phone and walk-in users. Identify and inventory other supplies needed to support daily activities. Manage and support divisional level databases and reporting until implementation of HPD-wide replacements. Aid users in understanding and using new HPD applications as they are implemented. Plan, configure and install hardware and software for all computers as required. Perform other duties as assigned.

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WORKING CONDITIONS

The position occasionally requires stooping or bending. The position routinely requires lifting of moderately heavy items (up to 40 pounds).

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MINIMUM EDUCATIONAL REQUIREMENTS

Requires a Bachelor’s degree in Computer Science, Management and Information Systems (MIS) or a closely related field.

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MINIMUM EXPERIENCE REQUIREMENTS

Two (2) years of professional experience in systems analysis, design, programming or a closely related field are required.

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MINIMUM LICENSE REQUIREMENTS

Must have a valid Texas Class “C” driver’s license and be in compliance with the City of Houston’s policy on driving. (AP 2-2).

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PREFERENCES

Preference will be given to applicants holding hardware and software certifications (Microsoft, Novell, HP, Dell, A+) or who have extensive experience in designing and recommending customized PC based computer solutions for end users. Applicant must have Break/Fix capabilities on PCs, Printers and standard business software systems (Microsoft Windows 2000 and XP Professional as well as Microsoft Office products). Requires considerable communication skills including oral and written communication. Technical writing skills are extremely important and a writing sample may be requested.

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SELECTION/SKILLS TESTS REQUIRED

None.

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SAFETY IMPACT POSITION

☒ Yes      ☐ No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

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SALARY INFORMATION

Factors used in determining the salary offered include the candidate’s qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range – Pay Grade 20

\$1,151.00 - \$1,643.00 Biweekly      \$29,926.00 - \$42,718.00 Annually

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OPENING DATE

March 29, 2006

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CLOSING DATE

April 11, 2006

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APPLICATION PROCEDURES

Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1<sup>st</sup> Floor. **Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 308-1300. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**

An equal opportunity employer